

South Jordan City

Job Description

Title: Customer Service Representative
Budget Code: 100500
Pay Grade: 4

Effective Date: 6/3/16
FLSA Classification: Non-Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Performs a variety of working level customer service and routine duties to support the public works department and divisions.

SUPERVISOR

Operations Manager

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Prepare work orders for scheduled and emergency maintenance work, collect data for assigned divisions, and perform basic data entry. Maintain division records and files to provide efficient and accurate services.

Respond to and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate division or office and direct calls accordingly, and provide requested information..

Greet the public; respond to requests for information and provide factual information related to city services, programs, and general policies, practices and procedures; provide walk-in patrons with requested forms, publications and other informational materials.

Process credit card, check and cash transactions made by customers for rentals and purchases to ensure proper accounting.

Provide assistance to customers in scheduling Neighborhood Dumpsters, renting Hydrant Meters, leasing Water Shares, and other programs as needed.

Direct walk-in clients and visitors to proper office locations; apprise staff of appointment arrivals.

Listen to public complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance.

Write and deliver messages to personnel; monitor system to detect problems, apprise supervisor of potential problems and repairs.

Sign for incoming mail; notify personnel of mail delivery. Assist with delivery of interoffice mail.

Assist with Records Management requirements of the Department and City.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from High School or G.E.D.;
- AND
- B. Six (6) months experience in above related duties;

2. Knowledge, Skills, and Abilities:

Working knowledge of telephone switchboard operations and procedures; basic public relations; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of personal computer; operation of standard office equipment; some knowledge of basic mathematics; some knowledge of basic public relations.

Ability to operate a personal computer and Microsoft products.

Ability to work independently and deal effectively with stress caused by continuous public contact; operate standard office equipment; communicate effectively, verbally and in writing; perform basic mathematical calculations; operate standard office equipment; effective working relationships with supervisors, fellow employees, and the public.

3. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Clerical Non-Exempt	EEO-4 Class:	Adm Support
Location:	Public Works Admin	EEOP Class:	Adm
SupportGroup/BU:	Part Time General Plan	Tech-Net Match:	>770